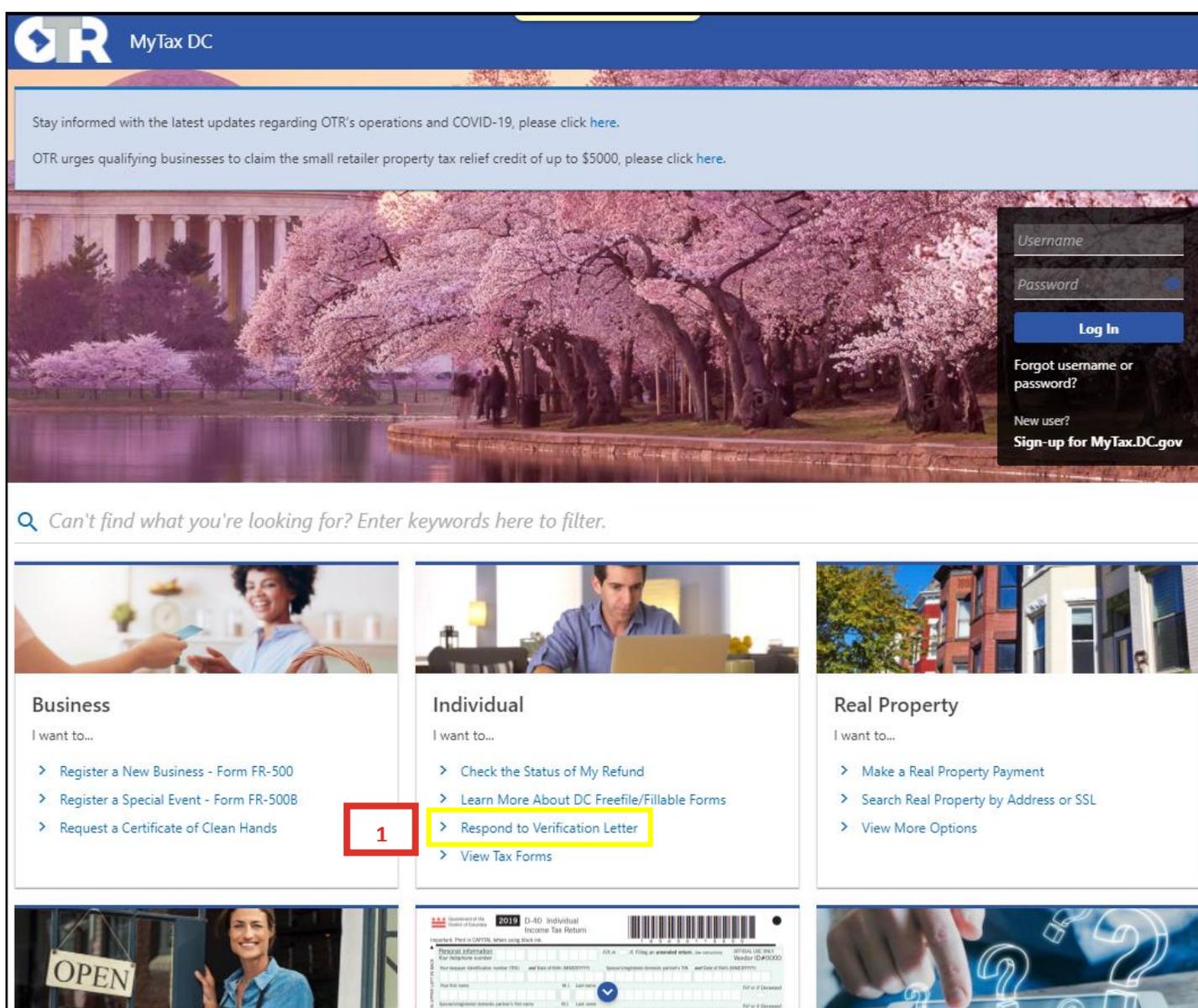


MyTax.DC.gov User Guide: How to Verify Your PIN

To help combat identity theft and tax fraud, the Office of Tax and Revenue (OTR) requires additional verification for selected tax returns. Learn how to respond to your Notice for Identity Verification PIN via [MyTax.DC.gov](https://mytax.dc.gov) by following this step-by-step guide.

Note: If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf please see [page 5](#) for further instructions.

If You Have Filed a Return or a Tax Preparer Has Filed a Return on Your Behalf

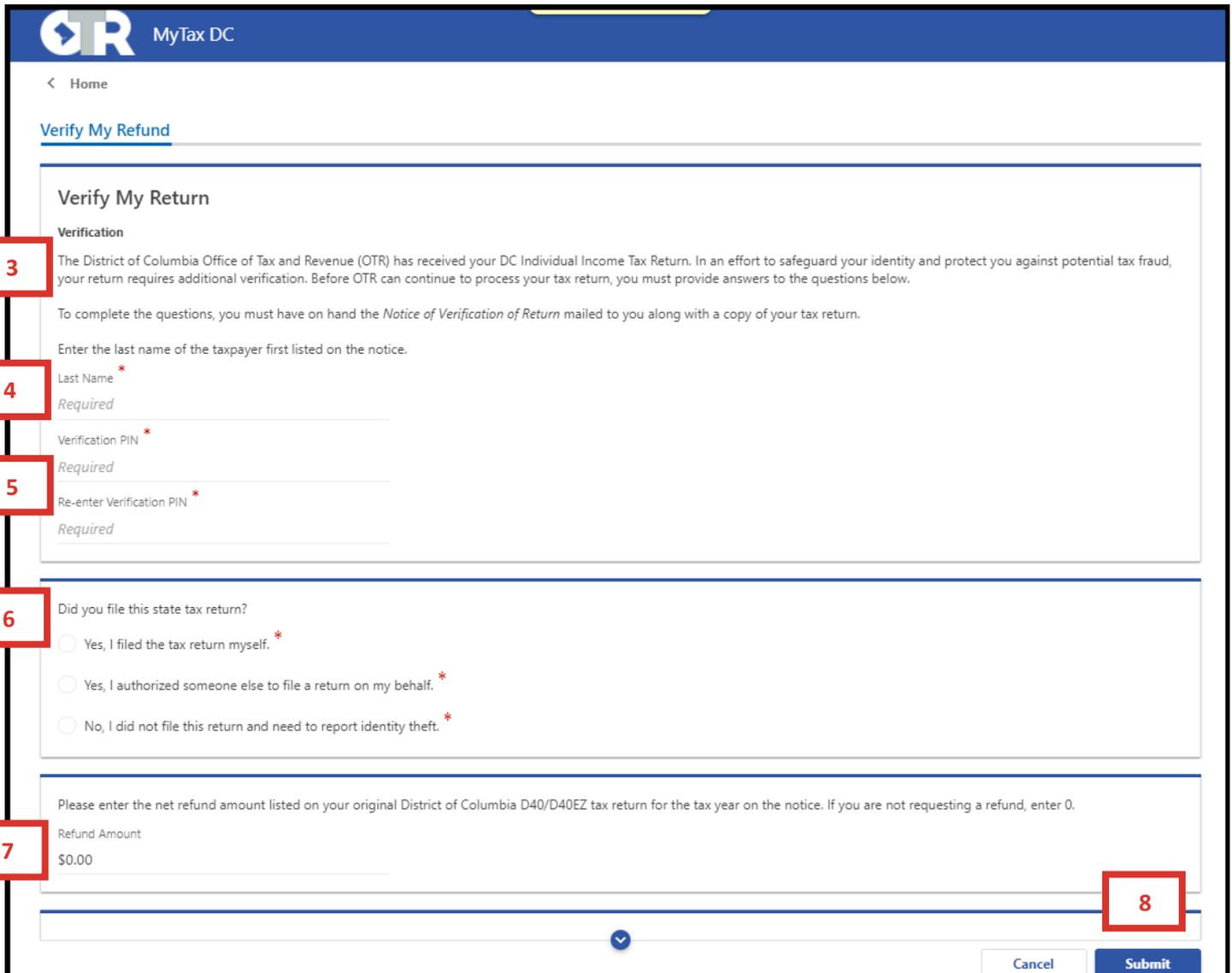


The screenshot shows the MyTax.DC.gov homepage. At the top, there is a navigation bar with the OTR logo and 'MyTax DC'. Below the navigation bar, there are two news items: 'Stay informed with the latest updates regarding OTR's operations and COVID-19, please click here.' and 'OTR urges qualifying businesses to claim the small retailer property tax relief credit of up to \$5000, please click here.' The main content area features a large image of a park with cherry blossoms. On the right side, there is a login form with fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot username or password?', 'New user?', and 'Sign-up for MyTax.DC.gov'. Below the main image, there is a search bar with the text 'Can't find what you're looking for? Enter keywords here to filter.' The main content is divided into three sections: 'Business', 'Individual', and 'Real Property'. The 'Individual' section is highlighted with a yellow box, and the 'Respond to Verification Letter' link is highlighted with a yellow box. A red box with the number '1' is placed next to the 'Respond to Verification Letter' link. Below the 'Individual' section, there is a preview of a tax return form for the 2018 Individual Income Tax Return.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, under **INDIVIDUAL**, click the **Respond to Verification Letter** hyperlink.

2. On the Respond to Verification Letter landing page, click the **Verify Your PIN** hyperlink to submit your response.

The screenshot shows the MyTax DC website interface. At the top, there is a navigation bar with the MyTax DC logo and a 'Home' link. Below the navigation bar, a message states: "If you received a letter from the DC Office of Tax and Revenue requesting you to complete verification online, please click on the letter you received below. You may contact the eServices Team at (202) 759-1946 to receive assistance with navigating this website." Below this message, there are three main options: "Verify Your PIN", "Take an Identity Quiz", and "Submit Verification Documents". The "Verify Your PIN" option is highlighted with a yellow box, and a red box with the number "2" is placed to its left. A callout box with a white background and a black border points to the "Your Verification PIN:" section of the first letter preview. The callout box contains the text: "Your Verification PIN: Pass an Identity Verification Quiz".

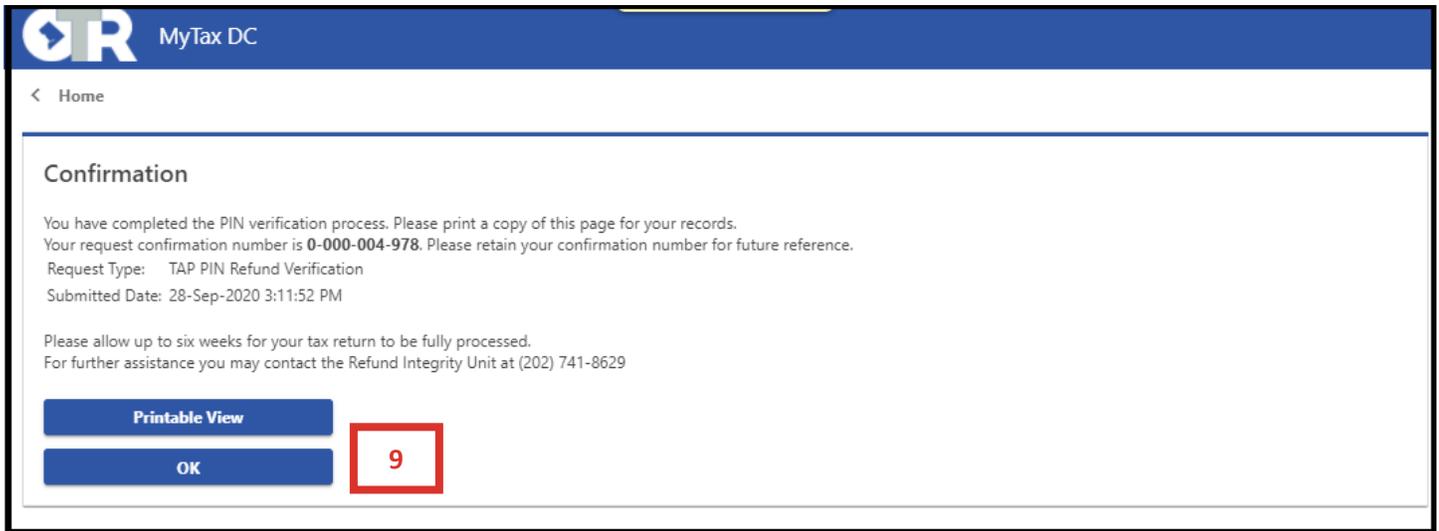


The screenshot shows the 'Verify My Refund' page on the MyTax DC website. The page has a blue header with the 'OTR MyTax DC' logo and a navigation breadcrumb 'Home'. Below the header, there is a 'Verify My Refund' link. The main content area is titled 'Verify My Return' and contains a 'Verification' section. This section includes a paragraph explaining the need for verification, followed by instructions to enter the taxpayer's last name, verification PIN, and re-enter the PIN. Below this are three radio button options for filing a state tax return. At the bottom, there is a field for the 'Refund Amount' and a 'Submit' button. Red boxes with numbers 3 through 8 are overlaid on the page to highlight specific elements: 3 points to the verification instructions, 4 to the last name field, 5 to the verification PIN field, 6 to the state tax return questions, 7 to the refund amount field, and 8 to the submit button.

3. Fill out the requested information on the Verification page. To complete the questions, please have on-hand the Notice of Verification of Return mailed to you along with a copy of your tax return. Enter the last name of the taxpayer listed on the notice.
4. Enter your **Last Name**.
5. Enter and re-enter the **Verification PIN** that was provided in the notice.

Note: The **Verification PIN** is case sensitive and will need to be entered as it appears on your notice.

6. Select **Yes** if you prepared **or** select **Yes** if you authorized someone else to file your tax return on your behalf.
7. Enter the refund amount on the return for the tax year on the notice. If you are not requesting a refund, enter zero.
8. Click **Submit**.



The screenshot shows the MyTax DC interface. At the top left is the DC logo and 'MyTax DC'. Below it is a navigation bar with '< Home'. The main content area is titled 'Confirmation'. The text reads: 'You have completed the PIN verification process. Please print a copy of this page for your records. Your request confirmation number is 0-000-004-978. Please retain your confirmation number for future reference. Request Type: TAP PIN Refund Verification Submitted Date: 28-Sep-2020 3:11:52 PM'. Below this, it says: 'Please allow up to six weeks for your tax return to be fully processed. For further assistance you may contact the Refund Integrity Unit at (202) 741-8629'. At the bottom, there are two blue buttons: 'Printable View' and 'OK'. To the right of the 'OK' button is a red square containing the number '9'.

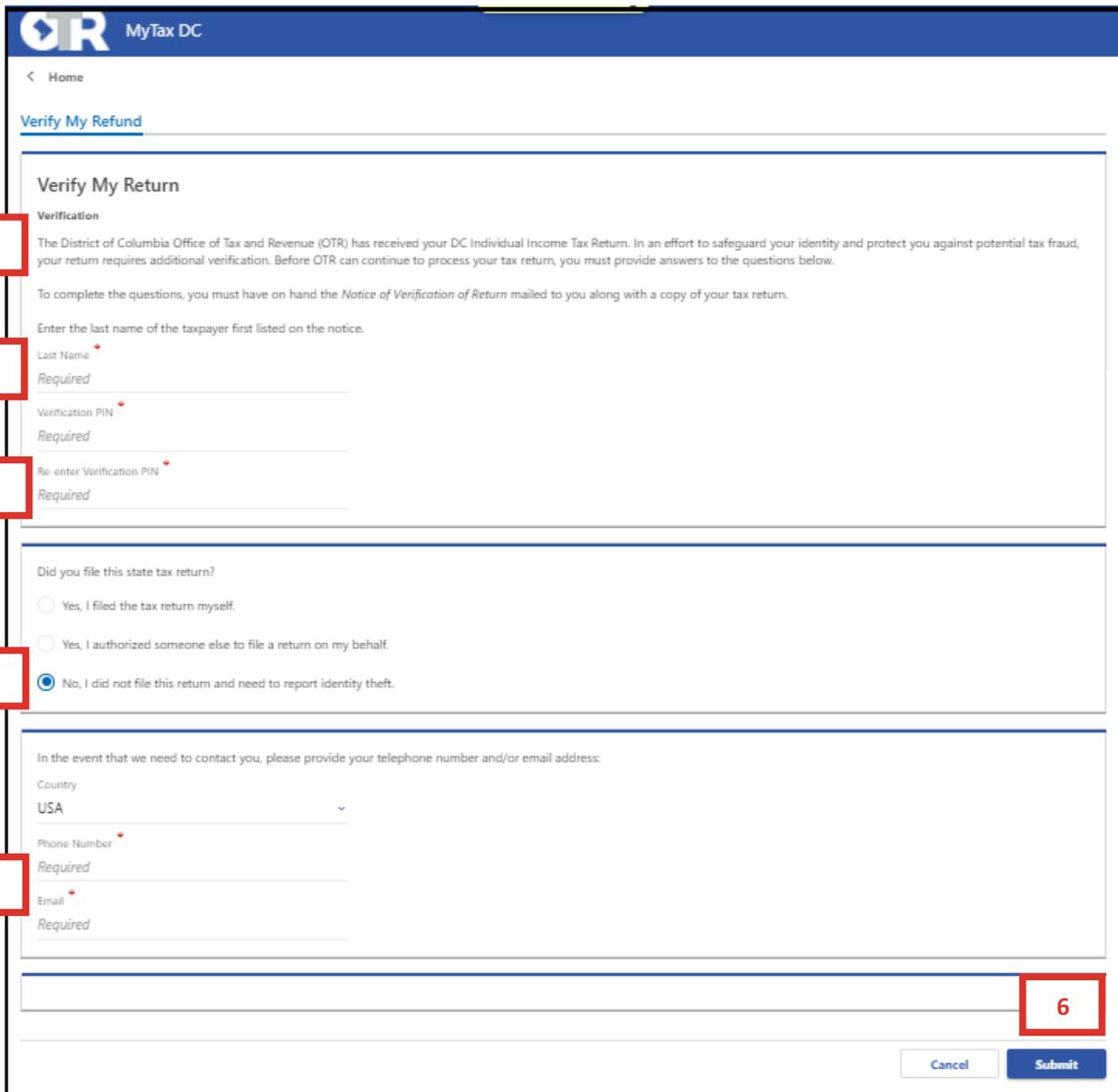
9. A **Confirmation** will appear confirming that you have successfully completed the PIN verification process. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf

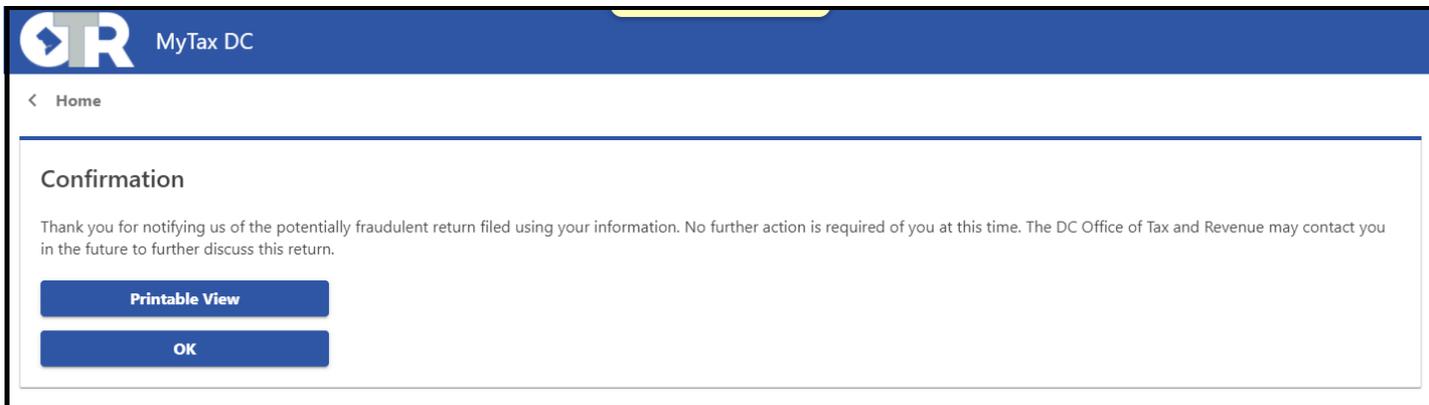
1. Fill out the requested information on the Verification page. To complete the questions, please have on-hand the Notice of Verification of Return mailed to you. Enter the last name of the taxpayer listed on the notice.
2. Enter your **Last Name**.
3. Enter and re-enter the **Verification PIN** that was provided in the notice.

Note: The **Verification PIN** is case sensitive and will need to be entered as it appears on your notice.

4. Select **No** if you did not file the return and need to report identity theft.
5. Enter your **Phone Number** and **E-Mail address** in the required fields.
6. Click **Submit**.



The screenshot shows the 'Verify My Return' page on the MyTax DC website. The page is titled 'Verify My Return' and contains several sections. Red boxes with numbers 1 through 6 are placed over specific elements to indicate where to enter information or click. 1. A red box with the number '1' is placed over the introductory text of the 'Verification' section. 2. A red box with the number '2' is placed over the 'Last Name' input field. 3. A red box with the number '3' is placed over the 'Re-enter Verification PIN' input field. 4. A red box with the number '4' is placed over the radio button for the option 'No, I did not file this return and need to report identity theft.' 5. A red box with the number '5' is placed over the 'Phone Number' input field. 6. A red box with the number '6' is placed over the 'Submit' button at the bottom right of the page.



7. A **Confirmation** page will appear confirming that the Office of Tax and Revenue will be notified of this fraudulent activity. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

Please note: If you did not file the return, the return will be rejected, and it will not be processed. This will not affect you from filing your correct tax return.